



## City of Surprise Refund Policy

1. City customers may be given a refund provided the reason for the refund is documented, dated and signed by the patron requesting the refund and the approving department manager or supervisor.

- Customer overpayments may be refunded without a customer signature, but must still be documented and approved by the department manager or supervisor.

2. Other than same-day transactions, refunds must be submitted to Accounts Payable by means of a check request (Direct Pay) using the City's **Check Request Form** or the appropriate department form, with the appropriate signature authorities and support.

3. Same-day refunds can only be refunded using the same tender type as the original transaction and processed by the same cashier.

- Original transactions processed by debit/credit card must be refunded on the same debit/credit card as determined by matching the last four numbers of the account code. Government-issued identification cards will be necessary for completion of this transaction. Payment card information is not retained beyond the business day.
- Same-day refunds on transactions processed by check will result in the check being returned to the customer.
- The cashier must require the returned check recipient to sign a returned check log to evidence return and receipt of the check. The log will be created with a photocopy of the check to be returned.